ENTERPRISE INFORMATION SERVICES (EIS)
Duty Statement

Section:	Enterprise Information Services (EIS)
Unit:	IT Policy and Strategic Planning, PPPMA
Position Number:	065-620-1312-028
Classification:	Staff Information Systems Analyst (Specialist)
Date:	11/03/2016

Supervision Received: Under the general supervision of the Data Processing Manager II of the Information Technology (IT) Policy and Strategic Planning Unit (ITPSP), Policy, Planning Project Management and Acquisitions Section (PPPMA), Enterprise Information Services (EIS), the Staff Information Systems Analyst, Specialist (SISA) will act as the project leader, developer, reviewer, specialist and advisor for the Department's Training and Workforce Development Program. The SISA is responsible for the development, implementation and maintenance of the Division's IT training plan and will ensure that IT staff training requirements are met and spending authority is in place. The incumbent at this level is expected to act as a project leader to perform a variety of complex analytical studies and activities necessary to support the Department's mission and IT strategic goals and objectives.

Knowledge: The SISA performs at the advanced level, serves as the technical specialist, and performs complex analytical studies with a thorough grasp of state and federal laws practices, methods, principles, and policies. The incumbent is expected to possess an advanced knowledge of the department's business and related priorities, and is capable of taking into account the larger business perspective in supporting workforce development needs. The incumbent represents EIS by ensuring that all IT training is fulfilled within mandated timeframes and in a professional manner. The incumbent is expected to demonstrate proficiency with respect to IT concepts, practices, methods and principles, particularly in relation to IT training. The incumbent is an advisor in applying this knowledge to secure resources, expertise and approvals for large-scale IT training solutions. To be successful in this position, the incumbent must have an understanding of program, project, financial/budget, and procurement management. The incumbent will apply this knowledge to IT training and workforce development initiatives. The incumbent must also be knowledgeable and skilled in the use of Microsoft products including Word, Outlook, Excel, and SharePoint and will be required to utilize the Business Information System and reports.

Complexity: The breadth of the position includes the review and preparation of various solicitation documents required to secure IT training services, such as IT Training Plans, purchase requisitions, statements of work, training requests forms, exemptions, contracts, vendor materials, etc. The incumbent must engage in business relationships with tact and perspective across the organization and department. It is expected that the SISA uses initiative and time management skills, remains knowledgeable, and keeps their technical skills up-to-date and consistent with IT industry standards. The incumbent is the advanced technical specialist performing complex analytical studies on complex systems and projects and uses new processes and procedures to accomplish these tasks. Additionally, the incumbent is responsible for originating new techniques, establishing criteria and developing process improvements to meet IT training and workforce development needs. As such, the incumbent must be able to demonstrate initiative in identifying new issues and business opportunities for the Department's acquisition of IT training and associated financial management.

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Scope and Effect: The scope of work supports the development, implementation and maintenance of the Department's mission-critical IT projects, systems, and programs. The SISA will act as the project lead in the development, implementation and completion of complex systems and projects including all related processes and procedures impacting the entire organization. As the lead, the incumbent must complete complex concurrent assignments involving multiple tasks, single significant functions, or multiple functions. The incumbent will work with highly sensitive, confidential information and must be able to maintain confidentiality. As the Training Coordinator, the SISA will manage, update and report on EIS employees' training records on a regular basis. The SISA will be responsible for designing training reports and will be in direct contact with executive management on a regular basis. The incumbent will also serve as team leader and/or team member on various special projects that are assigned to the IT Policy and Strategic Planning Unit. The incumbent is responsible for critical and complex assignments where the consequence of errors in decision making or giving advice may have a serious and/or long lasting effect on the operating efficiency of the department's business undertaking or function, and may lead to legal repercussions for the Department. The incumbent will be responsible for establishing and maintaining base and advanced level training requirements for each classifications and function within IT. This may include development of gap analysis between current KSA's and required KSA's and working with IT executive management team to establish training plans to close the gap. The incumbent will track status of training requested/taken and coordinate to ensure opportunities are available to prepare staff to manage current tasks and prepare for upward mobility opportunities.   The incumbent will also provide managers and supervisors with recommendations to ensure that individual improvement plans are appropriate for staff; manage IT training allocations and invoicing; and serve as the Liaison to the Office of Training and Professional Development (OTPD).

Guidelines: At this level, the SISA must demonstrate knowledge of the policies and procedures within the Department Operations Manual and State Administrative Manual. The incumbent will interpret State laws, regulations, policy and requirements relative to IT training and procurements. Additionally, the incumbent is expected to keep abreast of emerging developments within the competency areas of IT services, acquisition, and IT project management requirements and other certifications and requirements for IT professionals. To be successful, the incumbent must be able to use good judgment to interpret and adapt these policies and procedures for application toward specific problems or situations. The SISA must be able to work independently in setting priorities and meeting goals.

Personal Contact: Due to frequent communication with staff within the Department as well as the executive management, vendors, and the public, the incumbent at this level must effectively communicate both orally and in written form. The SISA provides briefings to IT executive management and staff throughout the organization and must be able to maintain a cooperative and professional working relationship during these contacts.   The incumbent must possess the necessary general and technical competencies to multi-task, prioritize work, initiate contacts, maintain confidentiality and resolve issues. The incumbent will have primary responsibility for facilitating contact with OTPD and with vendors on specific issues and IT training needs necessary to support business operations. The incumbent frequently contacts program area staff and vendors to negotiate pricing and ensures adherence to contractual terms for IT training and procurements.

Purpose of Contacts: On a regular basis, the incumbent is required to consult with the OTPD, IT executive management, staff and the vendor community relative to IT training and workforce development needs. The incumbent must plan, coordinate, advise on and implement problem resolutions. The incumbent must interface with OTPD to develop procedures and ensure compliance with mandatory training. The SISA will also interface with EIS managers and supervisors and vendors while processing procurements and contracts necessary to meet IT training needs. Contacts with OTPD, individual employees and their managers will focus on class availability, class registration, attendance follow-up, future training needs, and training records completeness in order to adhere to departmental training requirements and compliance. In the normal course of work, the incumbent will be expected to justify, defend, negotiate, and settle matters involving significant or controversial issues, communicating at the Department and Division level and with numerous vendors.

Responsibilities include the following:

45%	Planning, Solicitation and Reporting Compliance

- Coordinate, develop, provide quality review, knowledge, and expertise necessary to prepare and gain approval of the EIS Director on the annual IT Training Plan.

- Maintain the training program databases and track all completed training for IT staff located throughout the state.

- Ensure compliance with all mandatory training requirements and serve as the Division's liaison with OTPD for specific training requirements.

- Act as a source of training information for IT managers/supervisors and employees.

- Identify training course offerings, training providers and vendors, and understand the training offerings available to IT staff.

- Coordinate and develop IT training and procurement solicitation documents; review scope of work statements; ensure State contracting terms and conditions meet the Department's needs, negotiate pricing to reduce costs and gain economies of scale.

- Review, interpret, and advise Department personnel of current State IT training and procurement laws, regulations, policies, guidelines, and instructions.

- Prepare briefing materials relative to IT training and procurement status and timelines for executive management, as appropriate.

- Manage, monitor, and track the progress of all CDCR IT training acquisition requests to ensure training plans are according to schedule and within the approved budget.

- Manage, monitor, and track IT training allocations, prepare required financial reports, research and resolve budget and fiscal disputes related to IT training and escalate to executive management, as needed.

- Create and maintain a working environment that encourages mutual cooperation between EIS programs, IT projects, and the executive management team.

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- Coordinate contractor and staff activities, as well as administer and manage the Department's large-scale Enterprise IT training program related to Department's mission-critical IT projects and systems.

- Review training Contractor deliverables for adherence to terms and conditions as necessary to ensure training needs are met.

- Develop and maintain policies, best practices, and processes to effectively manage IT training allocations, availability, and assignment.

- Research, prepare and deliver presentations to project teams and managers related to IT training requirements, procurement and contract requirements.

- Mentor CDCR personnel on the effective use of the training management processes.

- Participate in EIS meetings for sharing lessons learned and various workshops and user groups related to best practices.

45%	Training implementation, Maintenance, and Records

- Process employee training requests, monitor attendance, and obtain documentation to support proof of completion.

- Maintain employee training records (according to CDCR's Records Retention Schedule).

- Track Division and Section training allotments and expenditures and reconcile invoices from training vendors with class attendance records.

- Research and identify the most economical means through which EIS employees can be trained.

- Utilize automated tools, including BIS Training and Events and SharePoint, to plan and maintain training requests and activities.

- Provide and maintain timely and accurate financial IT Training information and reports for the organization.

- Develop, implement, and apply performance metrics to evaluate the effectiveness of EIS training programs.

- Develop, implement, deliver, and maintain training curriculum to ensure policies, practices, and processes are appropriately followed.

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10%	Miscellaneous

- Participate in task force groups and meetings addressing issues.

- Participate on various special projects assigned to the IT Strategic Planning Unit.

- Prepare and/or make presentations to management on current assignments.

- Promote effective team relationships.

- Perform other IT project planning activities as needed and directed by management (i.e., analyzing policy issues, preparing issue papers, providing guidance to departmental staff, etc.)

- Participate in State training courses, conferences, and forums, as required.

- Participate in Department and Division meetings and other activities, as required.

Employee: _____   Date: _____

Immediate Supervisor: _____   Date: _____